

1270802

New Horizons (NW) Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home is owned and managed by a private organisation. It provides care and accommodation for up to three children or young people with emotional and/or behavioural difficulties. The home also provides care for children and young people with learning disabilities.

The manager was registered with Ofsted in January 2021.

Inspection date: 11 March 2021

This monitoring visit

The purpose of the off-site visit was to look at the progress made in relation to recommendations set at the home's last full inspection. The home has not received a visit from Ofsted since May 2019. The inspector found that all the recommendations have been met.

Social workers reported that the staff understand the needs of children and are effective advocates for children. Social workers said they were impressed with the staff team's parenting practice and their knowledge of child development. Consistent routines and boundaries implemented by staff mean that children feel safe and secure in the home.

Children told the inspector they are happy living at the home. Children have positive relationships with each other, with the older children acting as role models for those younger than them. Children build trusting relationships with the staff team and because of this, they can talk to staff about how they are feeling. One child said, 'This is the most relaxed and chilled home I have ever lived in.'

Staff have completed training specific to children's health and behavioural needs. Appropriate referrals are made to external agencies to support children with specialised health needs. However, when a child sustained an injury following unforeseen events, the staff did not advocate on behalf of the child by seeking

medical guidance from the appropriate healthcare services. The child was given basic first aid by the staff on duty and was offered but declined medical attention from a general practitioner or local hospital.

Key-work sessions are a strength of the staff team and reflect that they are invested in children's care and progress. Direct work engages children in their care planning. For example, children are encouraged to identify strategies that help them reduce their anxieties, so they can be included in their behaviour management plans as clear guidance for staff.

Children have made significant progress since living at the home, with their level of missing-from-home incidents, substance misuse and physical aggression having reduced. One child reported that, since living at the home, they make safer choices than at previous placements.

Restraint is used as a last resort. Restraint records demonstrate that staff are attuned to children's needs and use effective de-escalation strategies, to try to help children to self-regulate. However, the manager should ensure that staff record the start time and duration of individual restraints within a single incident, taking into consideration where there are breaks in the restraint.

Missing-from-home records evidence that staff consistently follow children's missing-from-home protocols. The manager's evaluation acknowledges the difficulties that children have faced during the COVID-19 (coronavirus) pandemic. Plans have been implemented to prevent children from going missing from home, for example, by children forming social bubbles to be able to promote regular family time during lockdown.

There have been no complaints made by children since the last inspection. Children feel their views are listened to. The manager understands the importance of keeping children updated throughout a complaint's procedure. Equally, the staff team knows how to manage and refer any complaints made by children.

Staff said they feel '100% supported' by the manager and that the level of communication within the team has improved. Staff understand the whistle-blowing policy and said if they have any concerns about the operation of the home or a colleague's practice they feel comfortable raising the concerns with the leadership team.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/07/2019	Full	Good
26/02/2019	Interim	Declined in effectiveness
05/06/2018	Full	Good

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the date, time and location of the use of the measure; a description of the measure and its duration. (Regulation 35 (3)(a)(iii)(iv)) Specifically, the manager should ensure that staff record the duration and start time of individual restraints within a single incident, taking into consideration where there are breaks in the restraint.	23 April 2021

Recommendation

- The registered person should ensure that staff have sufficient understanding of relevant health services. They should support children to navigate these services, advocating on their behalf where necessary and appropriate. Specifically, staff should access appropriate healthcare services to seek advice when children sustain injuries following unforeseen events. ('Guide to the children's homes regulations including the quality standards', page 34, paragraph 7.8)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 1270802

Provision sub-type: Children's home

Registered provider: New Horizons (NW) Ltd

Registered provider address: Unit 12, Riversway Business Village, Navigation Way, Ashton-on-Ribble, Preston PR2 2YP

Responsible individual: Natalie Waterhouse

Registered manager: Leanne Ellaby

Inspector

Cheryl Field, Social Care Inspector

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